

SBFC FINANCE LIMITED

MOST IMPORTANT TERMS AND CONDITIONS (MITC)

Pursuant to the terms and conditions agreed to between SBFC Finance Ltd ("SBFC" or "The Lender") and the Borrower ("The Borrower" or "The Customer") as detailed in the sanction letter, loan agreement and/or any other documents, if any, (collectively referred to as the "Loan Documents"), the key Terms and Conditions are mentioned in this MITC.

The MITC must be read in conjunction with the terms and conditions of the Loan documents. The loan availed by the Borrower shall be governed by the Loan Documents. In the event of any conflict between the MITC set out herein and the Loan Documents, the terms and conditions of the Loan Documents shall prevail. The scan copy of the Loan Agreement can be accessed on customer portal through SBFC website (www.sbfc.com) or alternatively on SBFC mobile application by using registered mobile number mentioned on loan application followed by OTP.

1. Loan Terms:

Loan Terms i.e., Loan Amount, Rate of Interest, EMI (Equated Monthly Installment) and Loan Tenure would be as detailed in Loan Documents.

2. EMI Cycle Date:

SBFC currently offers only 1 EMI cycle date i.e. of 5th of every month to all its customer and hence bank account needs to be funded accordingly to honor the EMI on the due date. No change in EMI cycle date / due date allowed subsequently post disbursement of the loan.

3. Brief procedure to be followed for Recovery of over dues:

- In case of non-payment of dues by the customer, SBFC shall have right to initiate legal action against the Borrower in accordance with provisions of the loan agreement and applicable laws. Before initiating any such legal action, SBFC shall send notice to the applicant / Borrower as required under applicable laws.
- The recovery process of enforcement of mortgage/securities, including but not limited to, taking possession and sale of the mortgaged property in accordance with the procedure prescribed under the Securitization and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002 (SARFAESI Act) or under any other law, is followed purely under the directions laid down under the respective law. Intimations / Reminders/ Notices(s) are given to customer/s prior to initiating appropriate legal steps for recovery of over dues, by the various legal tools like Negotiable Instruments Act, Civil Suit, SARFAESI Act etc.

4. Fair Practice Code:

Fair Practice Code of the company can be referred online at: <https://www.sbfc.com/fair-practice-code>

5. Customer Service:

Email ID	customercare@sbfc.com
Contact Centre Number	022-68313333
Contact Centre Timing	Monday to Friday: 9.30 am to 6 pm Saturday: 9.30 am to 3 pm Closed on all Sundays & Public Holidays.
Branch Visiting Hours	Monday to Friday: 10 am to 5.30 pm Saturday: 10 am to 3 pm Closed on all Sundays & Public Holidays.

6. Grievance Redressal Mechanism:

Level 1	We are committed to resolving customer queries / issues within 15 working days. Customer can address their queries / issues by writing on customercare@sbfc.com or call on our call center no 022-68313333
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Level 2	In case customer is not happy with the resolution provided at level 1, customer may post his / her complaint to the head of customer service on servicehead@sbfc.com
Level 3	In case customer is further not satisfied with the resolution provided at Level 1 and Level 2, the customer may post his / her complaint on management.sbfc@sbfc.com.

7. Loan Foreclosure & Property Paper Dispatch Process:

1. Loan foreclosure payments will be accepted only at SBFC Branch. Customer needs to deposit the foreclosure amount as per a valid foreclosure letter issued by SBFC.
2. Foreclosure letter would be issued by SBFC within 21 days from the date of request.
3. Foreclosure payments are accepted at SBFC Branches throughout the month system would be affected month except for the period between 24th of current month to 2nd of subsequent month (both days inclusive)
4. Foreclosure on system would be affected only post receipt of credit in SBFC Bank Account.
5. Property paper documents will be returned to the customer within 30 working days from the date of closure of the loan.
6. The customer and all property owners need to visit the designated SBFC Branch along with valid KYC for collection of property papers post loan closure.
7. Property papers would be made available at the Sourcing Branch / Sales office only in case of closure of Branch / Sales office; documents would be made available at the nearest Branch / sales office of the SBFC.
8. In case of borrower's / property owner demise, please refer to the policy for handover of property papers to legal heir on <https://www.sbfc.com/faq> under Grievance redressal policy.
9. Customers will be intimated about dispatch of property papers from our central storage house in Gurgaon on their registered Mobile no. The customer needs to ensure mobile no is updated in records in case there is any change.

8. Schedule of Charges:

The Fees/Charges as mentioned below are subject to change at the sole discretion of SBFC Finance Ltd. Any change in below listed Fees /Charges would be done by way of prior communication in modes defined under "Acceptable means of communication" under loan agreement and also Borrower can refer company website for the updated list of charges.

Sr	Particulars	Details

		Penal Charge Grid	
		Principal Outstanding	Charges per Day (₹)
1	Penal Charge	Up to ₹7 Lakhs	₹12
		₹7 to ₹10 Lakhs	₹17
		₹10 to ₹15 Lakhs	₹22
		₹15 to ₹20 Lakhs	₹27
		Greater than ₹20 Lakhs	₹30
<p>* GST as applicable will be levied</p> <p>Charges would be levied for each day for which the EMI remains unpaid till the entire EMI outstanding is cleared.</p> <p>Per Day charges would be levied basis the Principal Outstanding as on the date when the EMI is overdue or remains unpaid.</p>			
2	Broken Period Interest / Pre-EMI Amount	Pre-EMI / Broken Period Interest is the interest that would be billed as the 1st instalment for the period from loan disbursement date to the EMI Cycle start date. The Pre-EMI / Broken Period Interest is arrived at based on the following calculation method: {Loan Amount * ROI * Actual no. of days from loan disbursement date to EMI cycle start date / 360}.	
3	Foreclosure charges (Applicable for loans where ROI type is fixed or where Entity is the main borrower or where loan is extended for Business Use)	<ul style="list-style-type: none"> ◦ 6% to apply on the amount prepaid in case the loan is foreclosed within 12 months of loan origination. ◦ Post 12 months, 5% to apply on the amount prepaid. Foreclosure charges are not applicable for home loans extended to individual borrowers under Floating rate. ◦ For Dual Rate Loans, pre-payment charges are applicable in case the loan is being fully prepaid during the Fixed Rate Tenure. <p>* GST as applicable will be levied</p>	
4	Part Pre-payment charges (Applicable for loans where ROI type is fixed or where Entity is the main borrower or where loan is extended for Business Use)	<ul style="list-style-type: none"> ◦ 3% prepayment fee for partial prepayment. ◦ Part prepayment amount must be equal to or greater than 10% of the principal outstanding. ◦ If balance tenure goes below 12 months on account of Part Payment, foreclosure charges would be levied on the amount prepaid instead of Part Pre-payment charges ◦ Pre-payment charges are not applicable under home loan extended to individuals under floating rate. ◦ Part pre-payment charges are not applicable for home loans extended to individual borrowers under floating rate. ◦ For Dual Rate Loans, pre-payment charges are applicable in case the loan is being partially prepaid during the Fixed Rate Tenure. 	

5	Cheque Bounce charges	Rs. 1000/- per bounce per month
6	Hardcopy of Statement of Account	Rs 500/- per statement
7	Hard copy of Repayment Schedule	Rs 500/- per statement
8	Fees for photocopy of property documents	Rs 1000/-
9	Document retrieval charges on closed loan	<ul style="list-style-type: none"> ◦ A charge of Rs 1000 is applicable if the document is not collected from SBFC Branch within 21 days from the date of intimation for collection of property papers. ◦ On crossing 30 days, SBFC as per the process will send back the documents to Storage and subsequent retrieval would be done basis request from customer and made available within 30 days from the time of raising a fresh request.
10	Hardcopy of Balance Outstanding Letter / Foreclosure letter	Rs 500/-
11	Switch Fee for Switching rate Type from Floating to Fixed and Vice versa	1% of Principal Outstanding. Differential ROI between Fixed & Floating rate of interest can be up to 3%. This is not applicable for loans originated under fixed rate of interest or for loans under Fixed Rate Tenure if the loan is originated under a dual rate loan.
12	Legal, Collection and Incidental Charges	At Actual
13	Stamp Duty and other Statutory Charges	As per applicable laws. Stamp Duty amount for execution of Loan agreement would be either deducted from Loan amount or collected upfront by our Authorized sales representative.
14	CERSAI / CIBIL / ROC charges	As applicable
15	Processing Fees	As per Sanction Letter
16	Fees for Hard Copy of NOC	Rs 500/-

Please note, GST on all above charges would be levied as applicable.

9. Insurance of the Property / Borrowers:

SBFC holds no warranty and does not make any representation about the insurance product, the underlying terms and conditions and / or benefits of the insurance product, the manner of processing the claims by the insurance company. Further, SBFC would not be responsible for acceptance or rejection of the request for insurance policy and/or claims.

10. Rate Revision Process:

In case of revision of rate of interest on loans linked to SBFC PLR, customer would be intimated via SMS on registered mobile no.

As part of the Re-pricing process customer will have following options:

- Impact of ROI increase to be either passed by increasing EMI with no change in tenure.

OR

- Opt for part increase in EMI and Tenure (This option would be given only to customers who are found eligible for Tenure increase as per SBFC internal policy guidelines).

OR

- Opt to switch the loan to fixed rate of interest.

In case no option is selected, impact by default would be applied on loan tenure by keeping EMI unchanged. Loan tenure would be capped and EMI would be increased only in cases where tenure increase would result in breach of maximum age at loan maturity as per internal Product Policy.

Illustration for impact of rate reset on Tenure / EMI:

Particulars	Existing	Change in Tenure (keeping EMI constant)	Change in EMI (keeping Tenure constant)	Change in EMI & Tenure (both)
Rate of Interest	17.00%	17.50%	17.50%	17.50%
Loan Amount (Rs.)	15,00,000	15,00,000	15,00,000	15,00,000
Tenure (in months)	120	127	120	123
EMI Amount (Rs.)	26,070	26,070	26,547	26,370

****Please note:** Rate, tenure and loan amount mentioned above is only for the purpose of illustration.

11. Process for EMI Increase:

All existing customers where Tenor has been impacted on account of ROI revision, the customer can visit SBFC website www.sbfc.com and login to customer portal using registered mobile no followed by OTP and click on loan reschedulement Option and place the request for increase in EMI or alternatively send a written request on our customer service ID customercare@sbfc.com for increasing the EMI and reducing the tenure accordingly, on receipt of request, SBFC customer service team will reach out on customers registered mobile no within 7 days' time and understand the requirement prior to execution on system. Incase customer is not reachable on registered mobile, customer would be intimated accordingly on email shared on portal.

Please note the following important points:

- No EMI should be overdue on the date of raising the request for increasing the EMI.
- Request for Change in EMI will be reviewed by the company and in case required, customer may be asked to share documents related to income to substantiate the increase in EMI.
- Once EMI change is effected in the system, it cannot be reversed to the original EMI and no subsequent increase in tenure would be allowed over the life term of the loan.
- Max increase in EMI will be restricted to the extent of tenure change effected on loan on account of repricing i.e., if the loan tenure has increased by 48 months because of repricing, then resultant reduction in tenure on account of EMI increase cannot be beyond 48 months.

12. Process for Changing Interest rate Type from Floating to Fixed:

- All existing customers can opt to change Interest rate Type from Floating to Fixed. The customer can visit our website www.sbfc.com and login to customer portal using registered mobile no followed by OTP and click on Loan Reschedulement option and select the appropriate choice.
- Rate of Interest on Fixed loan would be 2% higher than the effective floating rate of interest on the loan. Customer would need to pay 1% of Principal Outstanding as Switch Fee in order to switch to Fixed rate of interest.
- On receipt of request, SBFC customer service team will reach out on customers registered mobile no within 7 days' time, to explain the process as well as share the bank details / link for payment of Switch Fee. Incase

customer is not reachable on registered mobile no; customer would be intimated accordingly on email shared on portal.

- Changes will be effected in the system within 7 days from receipt of Switch Fee.

13. Process for Part Payment:

Customers can make the part payment on SBFC Virtual A/c, which will be shared by our service team as and when required. Incase the effect of part payment needs to be passed on Loan EMI by reducing the Tenor then customer would need to visit the company website www.sbfc.com and login to customer portal using registered mobile no followed by OTP and click on Part Payment declaration select the appropriate Option. Incase no request is raised default impact would be given on Loan tenure i.e., Loan tenure would be reduced to the extent of part payment amount by keeping the EMI unchanged.

Please ensure to raise the request on the customer portal within 24 hours of making the part payment.

14. Welcome Letter:

In order to ensure better transparency in the loan disbursement process, welcome letter along with the repayment schedule is digitally sent to the registered mobile number within 24 hours of loan booking. Additionally, a copy of the welcome letter would also be made available on the customer portal. In case of any disagreement in the loan terms, the customer can lodge a complaint by sending an email to customercare@sbfc.com.

15. Customer Portal / Mobile App:

The customer portal / Mobile App is enabled within 24 hours of loan account being created in SBFC system. The customer portal can be accessed by visiting our website – www.sbfc.com. The user ID for login is your registered mobile number mentioned on the loan application and the password is the OTP that is triggered on your registered mobile number as soon as the same is entered on the portal. SBFC Finance Ltd mobile app can be downloaded from either Apple App Store or Google Play.

Following are the self-service options available on Mobile App / Customer Portal:

- Download statement of account which gives the details of sanctioned loan amount, balance loan tenure, Principal Outstanding, EMIs paid till date and current annualized rate of Interest.
- Download Loan Agreement, Welcome Letter & Certificate of Insurance.
- Make payments towards overdue EMI.
- Place request for increasing EMI.
- Place request for passing impact of part payment on EMI after part payment is made.

16. Disclosure:

SBFC is authorized to disclose from time to time any information relating to the loan to any credit bureau (existing or future) approved by Government of India or any authority as may require from time to time without any notice to the customer. The Most Important Terms and Conditions mentioned above are an indicative list of terms and conditions of our loan products. These terms and conditions are further described in our loan agreement under relevant sections/schedules and therefore should be read in conjunction with those mentioned in the loan agreement and/or sanction letter.

It is hereby agreed that for detailed terms and conditions of the loan, the parties shall refer to and rely upon the loan and other security documents executed / to be executed.

The above terms and conditions mentioned in Page no. 1 to 6 have been read by the borrower(s) / read over to the borrower(s) by an authorized representative of the Company and have been understood by the borrower(s).

I/We acknowledge that a duplicate copy of MITC has been provided to me/us.

Borrower

Co-Borrower(1)

Co-Borrower(2)

Co-Borrower(3)

Co-Borrower(4)

Co-Borrower(5)

Date:

Place: